

**PY 2010 Customer Satisfaction Survey of Participants
Nationwide Report
October 13, 2011**

I. Overview

The nationwide report for the PY 2010 participant customer satisfaction surveys consists of the tables below that present the nationwide scores for all of the survey questions, as well as the standard analyses, Key Drivers and Questions Most Closely Associated with ACSI Scores, in Section II K. The usual narrative explanation has been omitted.

This nationwide report will be most useful if read in conjunction with the complete nationwide participant survey report for PY 2009. The PY 2009 nationwide report contains the background of the participant customer satisfaction survey project, the methodology employed by all grantees, an explanation of the nationwide results for each survey question, and an extended explanation of the American Customer Satisfaction Index (ACSI).

II. Survey Results

A. Demographics and Service History

Table 1

			Count	Percent
National Grantees	Race	White	6157	53.3%
		Black	3861	33.4%
		Asian	595	5.2%
		American Indian	496	4.3%
		Pacific Islander	23	.2%
		Did not report	417	3.6%
	Gender	Female	7338	63.3%
		Male	4246	36.7%
	Ethnicity	Hispanic	1133	9.8%
		Not Hispanic	10043	87.0%
		Did not volunteer	364	3.2%
	Education	Less than HS diploma	2747	23.7%
		HS diploma or equivalent	4537	39.1%
		Some college	2406	20.7%
		Vocational/technical degree	232	2.0%
		Associates degree	317	2.7%
		BA/BS	923	8.0%
BA+		436	3.8%	

			Count	Percent
State Grantees	Race	White	8388	60.6%
		Black	3945	28.5%
		Asian	487	3.5%
		American Indian	488	3.5%
		Pacific Islander	111	.8%
		Did not report	425	3.1%
	Gender	Female	9733	70.3%
		Male	4111	29.7%
	Ethnicity	Hispanic	982	7.1%
		Not Hispanic	12333	89.0%
		Did not volunteer	543	3.9%
	Education	Less than HS diploma	2676	19.3%
		HS diploma or equivalent	5620	40.6%
		Some college	3104	22.4%
		Vocational/technical degree	318	2.3%
		Associates degree	408	2.9%
BA/BS		1150	8.3%	
BA+		577	4.2%	
Nationwide	Race	White	14545	57.3%
		Black	7806	30.7%
		Asian	1082	4.3%
		American Indian	984	3.9%
		Pacific Islander	134	.5%
		Did not report	842	3.3%
	Gender	Female	17071	67.1%
		Male	8357	32.9%
	Ethnicity	Hispanic	2115	8.3%
		Not Hispanic	22376	88.1%
		Did not volunteer	907	3.6%
	Education	Less than HS diploma	5423	21.3%
		HS diploma or equivalent	10157	39.9%
		Some college	5510	21.6%
		Vocational/technical degree	550	2.2%
		Associates degree	725	2.8%
BA/BS		2073	8.1%	
BA+		1013	4.0%	

Table 2

		Count	Percent
National Grantees	Less than 65	7735	66.6%
	65 or older	3871	33.4%
State Grantees	Less than 65	9003	64.9%
	65 or older	4861	35.1%
Nationwide	Less than 65	16738	65.7%
	65 or older	8732	34.3%

Table 3

			Count	Percent
National Grantees	Homeless or at Risk of Homelessness	No	8449	72.9%
		Yes	3139	27.1%
	Urban/Rural	Urban	7879	68.0%
		Rural	3707	32.0%
	LEP	No	10207	88.0%
		Yes	1392	12.0%
	Low Literacy Skills	No	9142	79.0%
		Yes	2435	21.0%
	Veteran Status	Not a veteran	9295	86.2%
		Veteran or Spouse of Veteran	1487	13.8%
	Disability	Not disabled	8858	79.0%
		Disabled	2355	21.0%
	Failed to Find Employment After WIA Services	No	8315	87.0%
		Yes	1240	13.0%
	Low Employment Prospects	No	1459	12.6%
		Yes	10134	87.4%
	Severe Disability	No	9540	97.0%
		Yes	291	3.0%
	Frail	No	9683	98.5%
		Yes	147	1.5%
	Old Enough for but not Receiving Social Security	No	9528	96.9%
		Yes	301	3.1%
	Severely Limited Employment Prospects	No	7433	73.7%
		Yes	2649	26.3%
	Seventy-five or Older	Less than 75	10882	93.8%
		75 or older	721	6.2%

			Count	Percent
State Grantees	Homeless or at Risk of Homelessness	No	11068	79.8%
		Yes	2797	20.2%
	Urban/Rural	Urban	8391	60.6%
		Rural	5465	39.4%
	LEP	No	12996	93.9%
		Yes	850	6.1%
	Low Literacy Skills	No	12068	87.1%
		Yes	1789	12.9%
	Veteran Status	Not a veteran	11861	85.7%
		Veteran or Spouse of Veteran	1976	14.3%
	Disability	Not disabled	10427	77.3%
		Disabled	3061	22.7%
	Failed to Find Employment After WIA Services	No	9519	80.6%
		Yes	2293	19.4%
	Low Employment Prospects	No	3324	24.0%
		Yes	10535	76.0%
	Severe Disability	No	11643	96.2%
		Yes	455	3.8%
	Frail	No	11866	98.1%
		Yes	227	1.9%
Old Enough for but not Receiving Social Security	No	11642	96.4%	
	Yes	431	3.6%	
Severely Limited Employment Prospects	No	8972	73.0%	
	Yes	3313	27.0%	
Seventy-five or Older	Less than 75	13008	93.8%	
	75 or older	856	6.2%	
Nationwide	Homeless or at Risk of Homelessness	No	19517	76.7%
		Yes	5936	23.3%
	Urban/Rural	Urban	16270	63.9%
		Rural	9172	36.1%
	LEP	No	23203	91.2%
		Yes	2242	8.8%
	Low Literacy Skills	No	21210	83.4%
		Yes	4224	16.6%
	Veteran Status	Not a veteran	21156	85.9%
		Veteran or Spouse of Veteran	3463	14.1%
	Disability	Not disabled	19285	78.1%
		Disabled	5416	21.9%

			Count	Percent
	Failed to Find Employment After WIA Services	No	17834	83.5%
		Yes	3533	16.5%
	Low Employment Prospects	No	4783	18.8%
		Yes	20669	81.2%
	Severe Disability	No	21183	96.6%
		Yes	746	3.4%
	Frail	No	21549	98.3%
		Yes	374	1.7%
	Old Enough for but not Receiving Social Security	No	21170	96.7%
		Yes	732	3.3%
	Severely Limited Employment Prospects	No	16405	73.3%
		Yes	5962	26.7%
	Seventy-five or Older	Less than 75	23890	93.8%
		75 or older	1577	6.2%

Table 4

	Barriers			
	Count	Mean	Minimum	Maximum
National Grantees	11606	2.32	0	8
State Grantees	13871	2.17	0	8
Nationwide	25477	2.24	0	8

Table 5

		Count	Mean	Minimum	Maximum
National Grantees	Duration to Exit	3394	441.9	0	8032
	Number of Assignments	11606	1.5	1	10
State Grantees	Duration to Exit	4374	486.4	0	9425
	Number of Assignments	13871	1.5	1	13
Nationwide	Duration to Exit	7768	466.9	0	9425
	Number of Assignments	25477	1.5	1	13

Table 6

			Count	Percent
National Grantees	Exit Reason	Regular Employment	1207	10.4%
		Self Employment	63	.5%
		Other Reason	2124	18.3%
		Did Not Exit	8212	70.8%

State Grantees	Exit Reason	Regular Employment	1449	10.4%
		Self Employment	91	.7%
		Other Reason	2834	20.4%
		Did Not Exit	9497	68.5%
Nationwide	Exit Reason	Regular Employment	2656	10.4%
		Self Employment	154	.6%
		Other Reason	4958	19.5%
		Did Not Exit	17709	69.5%

B. Response Rate

Table 7

	Response Rate			
	No response		Responded	
	Count	Percent	Count	Percent
AARP	801	49.8%	809	50.2%
ANPPM	134	36.2%	236	63.8%
Easter Seals	219	44.7%	271	55.3%
Experience Works	683	31.5%	1487	68.5%
Goodwill	190	45.2%	230	54.8%
IID	97	31.9%	207	68.1%
Mature Services	117	31.6%	253	68.4%
ABLE	125	33.8%	245	66.2%
NAPCA	190	38.8%	300	61.2%
NCBA	204	32.4%	426	67.6%
NCOA	307	39.9%	463	60.1%
NICOA	174	37.2%	294	62.8%
Urban League	190	45.2%	230	54.8%
QCS	97	30.7%	219	69.3%
SER	222	39.6%	338	60.4%
SSAI	446	39.8%	674	60.2%
VATD	124	33.5%	246	66.5%
TWI	152	42.5%	206	57.5%
National Grantees	4472	38.5%	7134	61.5%
Alabama	105	28.4%	265	71.6%
Alaska	196	53.0%	174	47.0%
Arizona	109	35.0%	202	65.0%
Arkansas	106	28.6%	264	71.4%
California	127	34.3%	243	65.7%

	Response Rate			
	No response		Responded	
	Count	Percent	Count	Percent
Colorado	80	42.8%	107	57.2%
Connecticut	107	45.9%	126	54.1%
Delaware	109	36.5%	190	63.5%
District of Columbia	58	44.6%	72	55.4%
Florida	123	33.2%	247	66.8%
Georgia	144	38.9%	226	61.1%
Hawaii	118	31.9%	252	68.1%
Idaho	39	34.2%	75	65.8%
Illinois	126	34.1%	244	65.9%
Indiana	147	39.7%	223	60.3%
Iowa	91	34.5%	173	65.5%
Kansas	83	48.8%	87	51.2%
Kentucky	119	34.1%	230	65.9%
Louisiana	128	38.1%	208	61.9%
Maine	56	42.1%	77	57.9%
Maryland	78	34.2%	150	65.8%
Massachusetts	156	42.2%	214	57.8%
Michigan	128	34.6%	242	65.4%
Minnesota	110	29.7%	260	70.3%
Mississippi	70	32.1%	148	67.9%
Missouri	116	31.4%	254	68.6%
Montana	44	26.8%	120	73.2%
Nebraska	54	47.0%	61	53.0%
Nevada	60	47.6%	66	52.4%
New Hampshire	49	36.6%	85	63.4%
New Jersey	122	33.0%	248	67.0%
New Mexico	43	37.7%	71	62.3%
New York	157	42.4%	213	57.6%
North Carolina	114	30.8%	256	69.2%
North Dakota	43	32.1%	91	67.9%
Ohio	125	33.9%	244	66.1%
Oklahoma	138	40.2%	205	59.8%
Oregon	115	39.2%	178	60.8%
Pennsylvania	120	32.5%	249	67.5%
Rhode Island	39	43.3%	51	56.7%

	Response Rate			
	No response		Responded	
	Count	Percent	Count	Percent
South Carolina	115	40.4%	170	59.6%
South Dakota	56	35.9%	100	64.1%
Tennessee	134	36.2%	236	63.8%
Texas	133	35.9%	237	64.1%
Utah	58	39.5%	89	60.5%
Vermont	31	32.6%	64	67.4%
Virginia	122	33.1%	247	66.9%
Washington	88	33.3%	176	66.7%
West Virginia	53	29.9%	124	70.1%
Wisconsin	130	35.1%	240	64.9%
Wyoming	64	51.2%	61	48.8%
State Grantees	5036	36.3%	8835	63.7%
Nationwide	9508	37.3%	15969	62.7%

C. ACSI

Table 8

	ACSI		
	Mean	Minimum	Maximum
AARP	78.9	0	100
ANPPM	88.0	0	100
Easter Seals	83.2	0	100
Experience Works	82.2	0	100
Goodwill	79.0	0	100
IID	91.5	0	100
Mature Services	79.6	0	100
ABLE	78.4	0	100
NAPCA	82.9	0	100
NCBA	84.6	0	100
NCOA	83.7	0	100
NICOA	81.0	0	100
Urban League	80.7	0	100
QCS	84.9	0	100
SER	82.0	0	100
SSAI	84.7	0	100
VATD	72.2	0	100

	ACSI		
	Mean	Minimum	Maximum
TWI	81.9	0	100
National Grantees	82.1	0	100
Alabama	87.2	0	100
Alaska	73.8	0	100
Arizona	80.1	0	100
Arkansas	86.6	0	100
California	78.0	0	100
Colorado	84.8	0	100
Connecticut	81.8	0	100
Delaware	87.7	0	100
District of Columbia	80.9	0	100
Florida	80.0	0	100
Georgia	81.7	0	100
Hawaii	86.1	0	100
Idaho	83.5	0	100
Illinois	82.1	0	100
Indiana	85.8	0	100
Iowa	77.2	0	100
Kansas	79.4	0	100
Kentucky	85.4	0	100
Louisiana	87.0	0	100
Maine	84.3	0	100
Maryland	80.2	0	100
Massachusetts	79.5	0	100
Michigan	82.9	0	100
Minnesota	85.3	3	100
Mississippi	89.6	0	100
Missouri	84.8	0	100
Montana	77.8	0	100
Nebraska	84.1	0	100
Nevada	84.1	15	100
New Hampshire	78.9	0	100
New Jersey	83.8	0	100
New Mexico	76.5	0	100
New York	81.3	0	100
North Carolina	85.8	0	100

	ACSI		
	Mean	Minimum	Maximum
North Dakota	76.4	0	100
Ohio	79.8	0	100
Oklahoma	88.0	0	100
Oregon	75.6	0	100
Pennsylvania	80.3	0	100
Rhode Island	78.5	22	100
South Carolina	86.2	0	100
South Dakota	81.6	16	100
Tennessee	83.8	0	100
Texas	81.9	0	100
Utah	77.7	0	100
Vermont	71.9	0	100
Virginia	88.6	21	100
Washington	80.3	0	100
West Virginia	87.2	28	100
Wisconsin	79.9	0	100
Wyoming	75.0	3	100
State Grantees	82.6	0	100
Nationwide	82.4	0	100

D. Treatment by Sub-grantee

Table 9

		Count	Mean	Minimum	Maximum
National Grantees	4. The Older Worker Program staff told me everything I needed to know about how the program worked.	7429	8.7	1	10
	5. The Older Worker Program staff understood my employment interests and needs.	7385	8.5	1	10
	11. There is someone in the Older Worker Program I can talk to when I need to.	7210	8.5	1	10
State Grantees	4. The Older Worker Program staff told me everything I needed to know about how the program worked.	9167	8.7	1	10

		Count	Mean	Minimum	Maximum
	5. The Older Worker Program staff understood my employment interests and needs.	9087	8.6	1	10
	11. There is someone in the Older Worker Program I can talk to when I need to.	8841	8.6	1	10
Nationwide	4. The Older Worker Program staff told me everything I needed to know about how the program worked.	16596	8.7	1	10
	5. The Older Worker Program staff understood my employment interests and needs.	16472	8.6	1	10
	11. There is someone in the Older Worker Program I can talk to when I need to.	16051	8.6	1	10

E. Supportive Services and Training

Table 10

		Count	Mean	Minimum	Maximum
National Grantees	6. The Older Worker Program helped me obtain the supportive services, such as assistance with transportation, housing, or medical care that I needed to meet my employment goals.	5117	6.7	1	10
	7. Before your community service assignment with your host agency, how much of the training you needed to meet your employment goals did the Older Worker Program give you?	5964	6.7	1	10
	12. During my community service assignment, my host agency gave me the training I needed to be successful in my assignment.	6582	8.1	1	10
State Grantees	6. The Older Worker Program helped me obtain the supportive services, such as assistance with transportation, housing, or medical care that I needed to meet my employment goals.	6234	7.0	1	10

		Count	Mean	Minimum	Maximum
	7. Before your community service assignment with your host agency, how much of the training you needed to meet your employment goals did the Older Worker Program give you?	6977	6.6	1	10
	12. During my community service assignment, my host agency gave me the training I needed to be successful in my assignment.	7914	8.1	1	10
Nationwide	6. The Older Worker Program helped me obtain the supportive services, such as assistance with transportation, housing, or medical care that I needed to meet my employment goals.	11351	6.9	1	10
	7. Before your community service assignment with your host agency, how much of the training you needed to meet your employment goals did the Older Worker Program give you?	12941	6.6	1	10
	12. During my community service assignment, my host agency gave me the training I needed to be successful in my assignment.	14496	8.1	1	10

F. Host Agency Assignment

Table 11

		Count	Mean	Minimum	Maximum
National Grantees	8. The Older Worker Program helped me obtain a community service assignment that was just right for me.	7142	8.5	1	10
	9. I understand that I have the right to ask for a different community service assignment if I don't like the one the Older Worker Program gave me.	6846	8.6	1	10
	13. I feel comfortable at my community service assignment.	7163	8.9	1	10
State Grantees	8. The Older Worker Program helped me obtain a community service assignment that was just right for me.	8856	8.5	1	10

		Count	Mean	Minimum	Maximum
	9. I understand that I have the right to ask for a different community service assignment if I don't like the one the Older Worker Program gave me.	8262	8.6	1	10
	13. I feel comfortable at my community service assignment.	8834	8.8	1	10
Nationwide	8. The Older Worker Program helped me obtain a community service assignment that was just right for me.	15998	8.5	1	10
	9. I understand that I have the right to ask for a different community service assignment if I don't like the one the Older Worker Program gave me.	15108	8.6	1	10
	13. I feel comfortable at my community service assignment.	15997	8.8	1	10

Table 12

			Count	Percent
National Grantees	10. Given your transportation situation, was your community service assignment convenient to where you live?	Yes	6284	88.0%
		No	622	8.7%
		Don't know	232	3.3%
	17. During my community service assignment, the Older Worker Program pressured me, before I was ready, to leave my community service assignment for unsubsidized employment.	Yes	838	11.8%
		No	5390	76.2%
		Don't know	847	12.0%
State Grantees	10. Given your transportation situation, was your community service assignment convenient to where you live?	Yes	7833	88.1%
		No	756	8.5%
		Don't know	304	3.4%
	17. During my community service assignment, the Older Worker Program pressured me, before I was ready, to leave my community service assignment for unsubsidized employment.	Yes	900	10.2%
		No	6914	78.4%
		Don't know	1007	11.4%
Nationwide	10. Given your transportation situation, was your community service assignment convenient to where you live?	Yes	14117	88.1%
		No	1378	8.6%
		Don't know	536	3.3%

	17. During my community service assignment, the Older Worker Program pressured me, before I was ready, to leave my community service assignment for unsubsidized employment.	Yes	1738	10.9%
		No	12304	77.4%
		Don't know	1854	11.7%

G. Impact of SCSEP on Participant Wellbeing

Table 13

			Count	Percent
National Grantees	14. Compared to the time before you started working with the Older Worker Program, would you say your physical health is better, worse, or about the same?	Better	2162	30.3%
		Worse	511	7.2%
		About the same	4461	62.5%
	15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	208	2.9%
		A little more negative	396	5.5%
		About the same	1399	19.3%
		A little more positive	1893	26.2%
		Much more positive	3341	46.2%
State Grantees	14. Compared to the time before you started working with the Older Worker Program, would you say your physical health is better, worse, or about the same?	Better	2560	28.9%
		Worse	772	8.7%
		About the same	5518	62.4%
	15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	294	3.3%
		A little more negative	513	5.8%
		About the same	1827	20.5%
		A little more positive	2264	25.5%
		Much more positive	3995	44.9%
Nationwide	14. Compared to the time before you started working with the Older Worker Program, would you say your physical health is better, worse, or about the same?	Better	4722	29.5%
		Worse	1283	8.0%
		About the same	9979	62.4%
	15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	502	3.1%
		A little more negative	909	5.6%
		About the same	3226	20.0%
		A little more positive	4157	25.8%
		Much more positive	7336	45.5%

Table 14

		Count	Mean	Minimum	Maximum
National Grantees	16. The pay I receive from the Older Worker Program has made a substantial difference in the quality of my life.	7174	7.8	1	10
State Grantees	16. The pay I receive from the Older Worker Program has made a substantial difference in the quality of my life.	8889	7.7	1	10
Nationwide	16. The pay I receive from the Older Worker Program has made a substantial difference in the quality of my life.	16063	7.8	1	10

H. Unsubsidized Employment

Table 15

		Count	Mean	Minimum	Maximum
National Grantees	18. How much help did Older Worker Program staff give you in finding an unsubsidized job?	2872	7.2	1	10
	19. How much of the skills and training you need for your current job did you gain from your community service assignment?	2874	6.6	1	10
	20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?	2702	7.4	1	10
State Grantees	18. How much help did Older Worker Program staff give you in finding an unsubsidized job?	3578	7.0	1	10
	19. How much of the skills and training you need for your current job did you gain from your community service assignment?	3526	6.3	1	10
	20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?	3307	7.3	1	10

		Count	Mean	Minimum	Maximum
Nationwide	18. How much help did Older Worker Program staff give you in finding an unsubsidized job?	6450	7.1	1	10
	19. How much of the skills and training you need for your current job did you gain from your community service assignment?	6400	6.4	1	10
	20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?	6009	7.3	1	10

I. Would Recommend

Table 16

		Count	Mean	Minimum	Maximum
National Grantees	21. Would you recommend the services of the Older Worker Program to other older workers?	6941	9.2	1	10
State Grantees	21. Would you recommend the services of the Older Worker Program to other older workers?	8572	9.2	1	10
Nationwide	21. Would you recommend the services of the Older Worker Program to other older workers?	15513	9.2	1	10

J. Open-Ended Questions

The last two questions asked respondents to write what they felt was most valuable about the program and what they thought was most in need of improvement. Each grantee has received a CD with the comments that were included in the surveys completed by its participants.

K. Key Drivers and Questions Most Closely Associated with ACSI Scores

1. Driver Analysis

Table 17

		Relation to ACSI
4. The Older Worker Program staff told me everything I needed to know about how the program worked.	Pearson Correlation	.756**
	Sig. (2-tailed)	.000
	N	15871
5. The Older Worker Program staff understood my employment interests and needs.	Pearson Correlation	.767**
	Sig. (2-tailed)	.000
	N	15684
8. The Older Worker Program helped me obtain a community service assignment that was just right for me.	Pearson Correlation	.698**
	Sig. (2-tailed)	.000
	N	15344
11. There is someone in the Older Worker Program I can talk to when I need to.	Pearson Correlation	.675**
	Sig. (2-tailed)	.000
	N	15361
20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?	Pearson Correlation	.645**
	Sig. (2-tailed)	.000
	N	5677
12. During my community service assignment, my host agency gave me the training I needed to be successful in my assignment.	Pearson Correlation	.625**
	Sig. (2-tailed)	.000
	N	13903
13. I feel comfortable at my community service assignment.	Pearson Correlation	.623**
	Sig. (2-tailed)	.000
	N	15363
6. The Older Worker Program helped me obtain the supportive services, such as assistance with transportation, housing, or medical care that I needed to meet my employment goals.	Pearson Correlation	.614**
	Sig. (2-tailed)	.000
	N	10828
18. How much help did Older Worker Program staff give you in finding an unsubsidized job?	Pearson Correlation	.582**
	Sig. (2-tailed)	.000
	N	6064
7. Before your community service assignment with your host agency, how much of the training you needed to meet your employment goals did the Older Worker Program give you?	Pearson Correlation	.564**
	Sig. (2-tailed)	.000
	N	12414
9. I understand that I have the right to ask for a different community service assignment if I don't like the one the Older Worker Program gave me.	Pearson Correlation	.556**
	Sig. (2-tailed)	.000
	N	14501

		Relation to ACSI
16. The pay I receive from the Older Worker Program has made a substantial difference in the quality of my life.	Pearson Correlation	.526**
	Sig. (2-tailed)	.000
	N	15438
19. How much of the skills and training you need for your current job did you gain from your community service assignment?	Pearson Correlation	.517**
	Sig. (2-tailed)	.000
	N	6000

2. Other Questions Related to Satisfaction

Table 18

	10. Given your transportation situation, was your community service assignment convenient to where you live?					
	Yes		No		Don't know	
	Count	ACSI Score	Count	ACSI Score	Count	ACSI Score
National Grantees	6043	83.5	587	66.2	208	81.1
State Grantees	7562	84.3	705	66.2	265	75.6
Nationwide	13605	83.9	1292	66.2	473	78.0

Table 19

	14. Compared to the time before you started working with the Older Worker Program, would you say your physical health is better, worse, or about the same?					
	Better		Worse		About the same	
	Count	ACSI Score	Count	ACSI Score	Count	ACSI Score
National Grantees	2067	89.1	481	62.9	4272	81.0
State Grantees	2462	90.4	728	65.3	5285	81.5
Nationwide	4529	89.8	1209	64.3	9557	81.3

Table 20

			ACSI	
			Count	ACSI Score
National Grantees	15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	192	53.3
		A little more negative	377	68.0
		About the same	1322	70.8
		A little more positive	1815	81.6
		Much more positive	3207	90.6
State Grantees	15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	279	62.7
		A little more negative	492	65.7
		About the same	1743	73.1
		A little more positive	2180	82.3
		Much more positive	3839	91.0
Nationwide	15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	471	58.8
		A little more negative	869	66.7
		About the same	3065	72.1
		A little more positive	3995	82.0
		Much more positive	7046	90.8

Table 21

	17. During my community service assignment, the Older Worker Program pressured me, before I was ready, to leave my community service assignment for unsubsidized employment.					
	Yes		No		Don't know	
	Count	ACSI Score	Count	ACSI Score	Count	ACSI Score
National Grantees	784	66.0	5191	85.3	806	77.4
State Grantees	854	65.2	6671	85.7	938	76.1
Nationwide	1638	65.6	11862	85.5	1744	76.7

3. Participant Characteristics

Table 22

	Gender			
	Male		Female	
	Count	ACSI Score	Count	ACSI Score
National Grantees	2386	81.5	4731	82.5
State Grantees	2342	80.7	6479	83.3
Nationwide	4728	81.1	11210	82.9

Table 23

		ACSI	
		Count	ACSI Score
National Grantees	Less than HS diploma	1624	86.6
	HS diploma or equivalent	2847	83.1
	Some college	1435	80.1
	Vocational/technical degree	151	82.1
	Associates degree	209	77.4
	BA/BS	586	75.6
	BA+	277	74.1
State Grantees	Less than HS diploma	1605	87.7
	HS diploma or equivalent	3629	83.9
	Some college	1979	80.4
	Vocational/technical degree	206	82.2
	Associates degree	286	78.4
	BA/BS	758	77.9
	BA+	365	73.2
Nationwide	Less than HS diploma	3229	87.2
	HS diploma or equivalent	6476	83.5
	Some college	3414	80.3
	Vocational/technical degree	357	82.2
	Associates degree	495	78.0
	BA/BS	1344	76.9
	BA+	642	73.6

Table 24

			ACSI	
			Count	ACSI Score
National Grantees	Barriers	1 or none	1796	81.4
		2	2294	81.2
		3	2068	82.5
		4+	976	85.0
State Grantees	Barriers	1 or none	2817	82.2
		2	2781	82.5
		3	2025	82.9
		4+	1212	83.3
Nationwide	Barriers	1 or none	4613	81.9
		2	5075	81.9
		3	4093	82.7
		4+	2188	84.0

Table 25

			ACSI	
			Count	ACSI Score
National Grantees	Exit Reason	Regular employment	674	80.2
		Self employment	22	81.7
		Other reason	875	71.6
		Did not exit	5563	84.0
State Grantees	Exit Reason	Regular employment	836	80.8
		Self employment	45	73.6
		Other reason	1244	74.2
		Did not exit	6710	84.5
Nationwide	Exit Reason	Regular employment	1510	80.6
		Self employment	67	76.3
		Other reason	2119	73.1
		Did not exit	12273	84.3